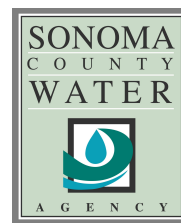


# Sonoma County Water Agency: Customer Communications Survey, 2013



Water Advisory Committee / Technical Advisory Committee / Operations Staff

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## Summary (combined results):

Always = 5, Most of the time = 4, Some of the time = 3, Rarely = 2, Never = 1

22 responses out of 55 (40% response rate)

	2013 Average Response	2011 Average Response	2010 Average Response
Average response value:	3.73	3.90	3.42

## Results by Group:

Always = 5, Most of the time = 4, Some of the time = 3, Rarely = 2, Never = 1

### Water Advisory Committee

5 responses out of 15 (33% response rate)

	2013 Average Response	2011 Average Response	2010 Average Response
Average response value:	3.39	3.96	3.37

### Technical Advisory Committee

9 responses out of 13 (69 % response rate)

	2013 Average Response	2011 Average Response	2010 Average Response
Average response value:	3.92	3.73	3.43

### Operations Staff

8 responses out of 27 (30 % response rate)

	2013 Average Response	2011 Average Response	2010 Average Response
Average response value:	3.87	4.00	3.45

# Water Advisory Committee Survey, 2013

5 responses out of 15 (33% response rate)

Always = 5, Most of the time = 4, Some of the time = 3, Rarely = 2, Never = 1

Question	2013 Average Response	2011 Average Response	2010 Average Response
Are presentations by Agency staff in WAC / TAC meetings and other public settings factual, relevant and informative?	3.80	4.29	3.78
When you submit a question to Agency staff by phone or email do you receive a prompt, informative and accurate response?	4.20	4.14	3.71
Do you receive adequate advanced notice about changes in system capacity, water quality, and operational changes?	3.00	3.71	2.67
When you report a problem or complaint about an Agency service or program does the Agency act promptly to respond to your concern?	3.20	3.83	3.25
Are written communications from the Agency timely, informative and accurate?	3.20	3.71	3.29
Do you find the Agency's internet website to be a useful source of information about Agency news and activities?	3.50	4.00	3.17
Are Agency staff available to speak with you when you call and willing to meet with you when you ask them to?	3.80	4.43	4.14
Does the Agency provide information to you in a form that you can forward to your Board and Council members so that they are adequately informed of current water supply issues?	2.80	4.00	3.33
Does the Agency keep you informed on a regular basis about its long term strategy for future water supply and any anticipated water supply restrictions, water quality threats or unplanned cost increases?	3.00	3.57	3.00
Average response value for all questions:	3.39	3.96	3.37

## Comments:

1. (None)

# Technical Advisory Committee Survey, 2013

9 responses out of 13 (69 % response rate)

Always = 5, Most of the time = 4, Some of the time = 3, Rarely = 2, Never = 1

Question	2013 Average Response	2011 Average Response	2010 Average Response
Are presentations by Agency staff in WAC / TAC meetings and other public settings factual, relevant and informative?	4.22	3.50	3.36
When you submit a question to Agency staff by phone or email do you receive a prompt, informative and accurate response?	4.00	3.83	3.64
Do you receive adequate advanced notice about changes in system capacity, water quality, operational changes?	3.78	3.67	3.10
When you report a problem or complaint about an Agency service or program does the Agency act promptly to respond to your concern?	3.88	3.60	3.00
Are written communications from the Agency timely, informative and accurate?	4.00	3.67	3.18
Do you find the Agency's internet website to be a useful source of information about Agency news and activities?	3.78	4.17	3.90
Are Agency staff available to speak with you when you call and willing to meet with you when you ask them to?	4.33	4.50	4.00
Does the Agency provide information to you in a form that you can forward to your Board and Council members so that they are adequately informed of current water supply issues?	3.44	3.33	3.70
Does the Agency keep you informed on a regular basis about its long term strategy for future water supply and any anticipated water supply restrictions, water quality threats or unplanned cost increases?	3.89	3.33	3.00
Average response value for all questions:	3.92	3.73	3.43

## Comments:

1. "I have found Agency staff to be professional, courteous, helpful and responsive. A lot of very bright and dedicated folks work at SCWA."

# Operations Staff Survey, 2013

8 responses out of 27 (30 % response rate)

Always = 5, Most of the time = 4, Some of the time = 3, Rarely = 2, Never = 1

Question	2013 Average Response	2011 Average Response	2010 Average Response
Are presentations by Agency staff in WAC / TAC meetings and other public settings factual, relevant and informative?	3.33	N/A	N/A
When you submit a question to Agency staff by phone or email do you receive a prompt, informative and accurate response?	4.25	4.14	3.57
Do you receive adequate advanced notice about changes in system capacity, water quality, operational changes?	3.63	3.64	3.68
When you report a problem or complaint about an Agency service or program does the Agency act promptly to respond to your concern?	4.25	4.23	2.88
Are written communications from the Agency timely, informative and accurate?	4.00	4.00	3.13
Do you find the Agency's internet website to be a useful source of information about Agency news and activities?	3.00	4.13	3.23
Are Agency staff available to speak with you when you call and willing to meet with you when you ask them to?	4.38	4.36	3.53
Does the Agency provide information to you in a form that you can forward to your Board and Council members so that they are adequately informed of current water supply issues?	4.00	3.90	4.07
Does the Agency keep you informed on a regular basis about its long term strategy for future water supply and any anticipated water supply restrictions, water quality threats or unplanned cost increases?	4.00	3.64	3.52
Average response value for all questions:	3.87	4.00	3.45

## Comments:

1. "Overall good service with occasional operational mistakes. NMWD especially appreciates the services of SCWA e-shock boat and crew on Stafford Lake."
2. "I mostly work Scott and Operations they are always there to answer my questions or send a crew to fix the problem. i think the ops meetings are very important too."
3. "I've found SCWA staff to be excellent in providing prompt & thorough responses to my inquiries/requests."